



... for a brighter future



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**Office of
Science**

U.S. DEPARTMENT OF ENERGY

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2008 APS User Survey Results

Dennis Mills

APS/Users Monthly Operations Meeting

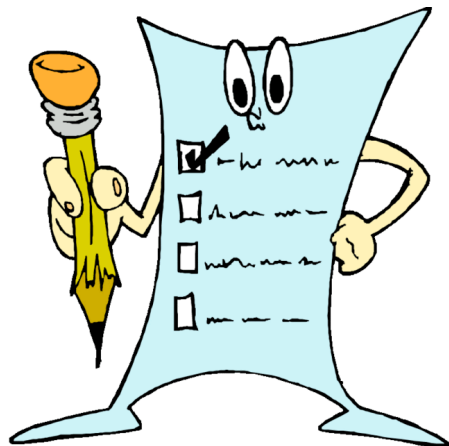
February 18, 2008

APS User Satisfaction Survey

- E-mailed out every fall (September/October) to all unique users for the past fiscal year.



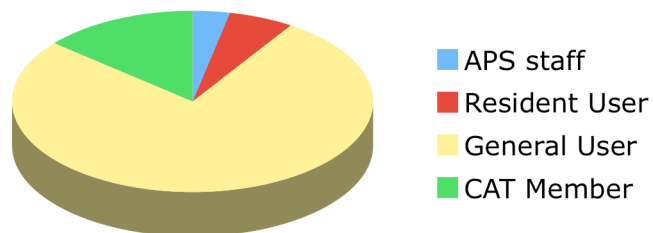
Over 500 comments were submitted....



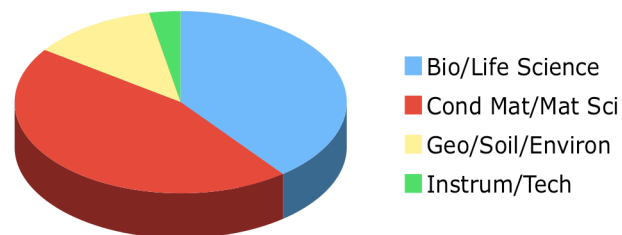
- Includes questions that we put in and the “standard” DOE/BES Annual User Facilities Questionnaire.

Demographics

**FY08 Respondents
Affiliation**

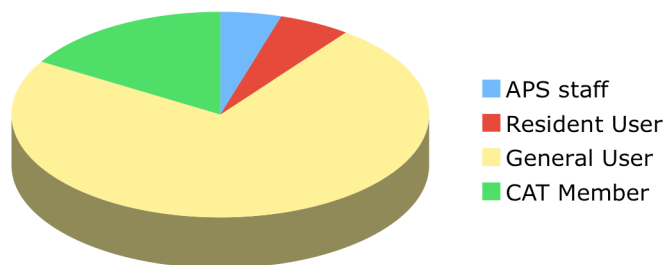


**FY08 Respondents
Field of Research**

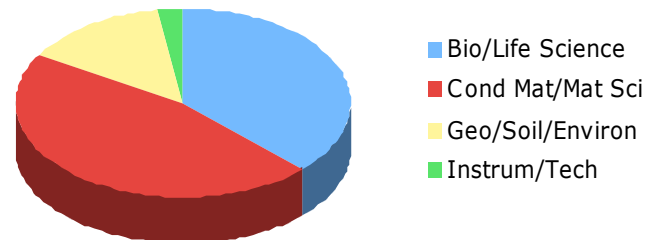


451
Respondents
in 2008

**FY07 Respondents
Affiliation**



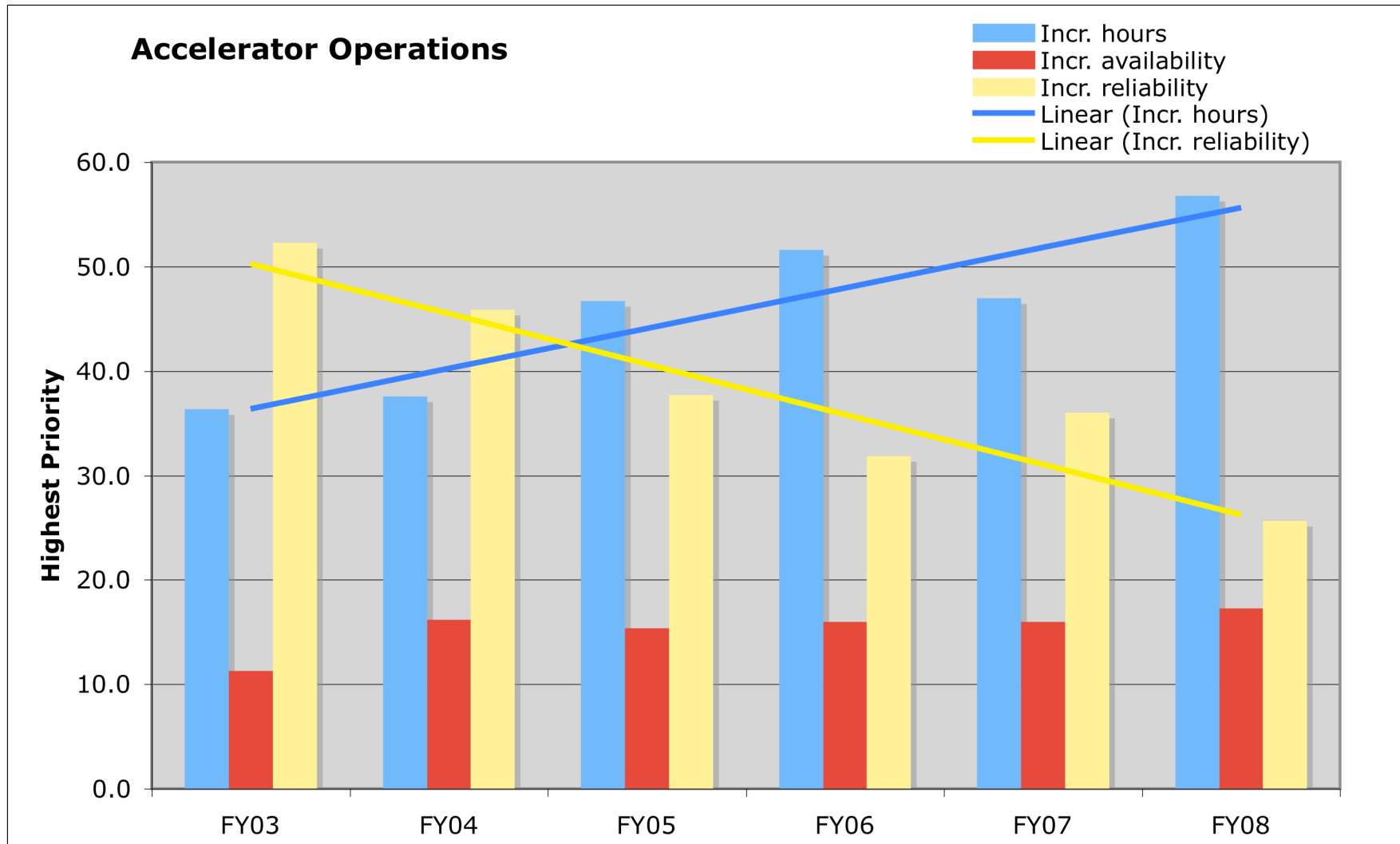
**FY07 Respondents
Field of Research**



518
Respondents
in 2007

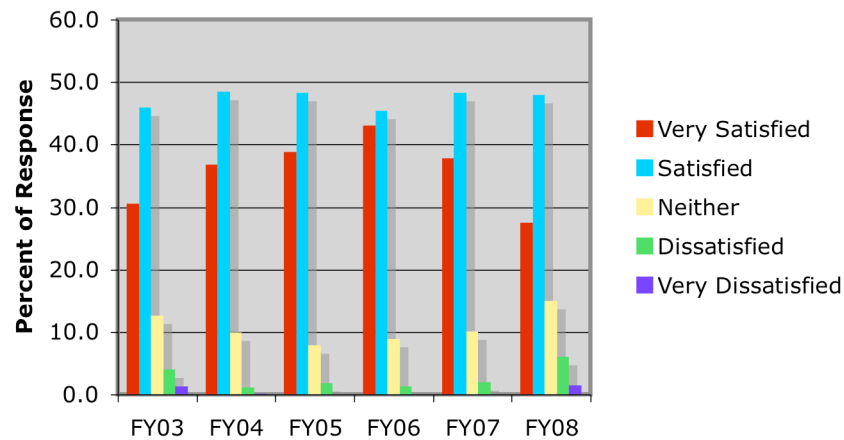
APS Question Regarding Priorities

Which of the following would be most important to your research?

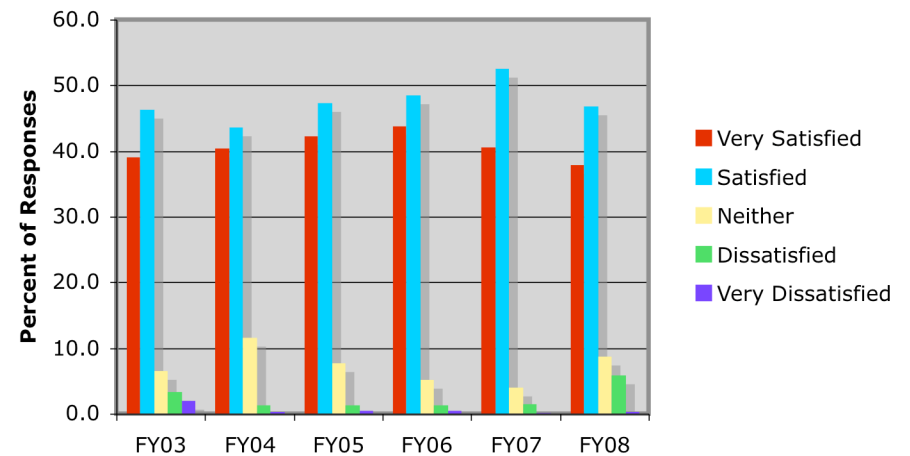


DOE Questions #1 & #2

1. How satisfied were you with the fraction of the year that the facility operates?

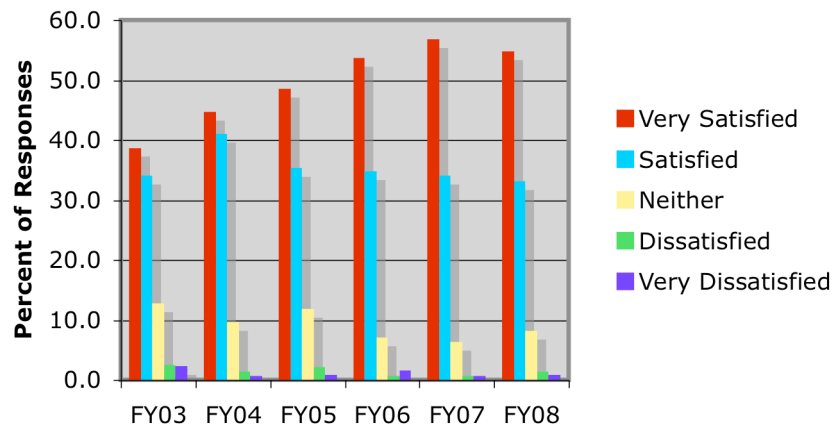


2. How satisfied were you with the schedule or service?

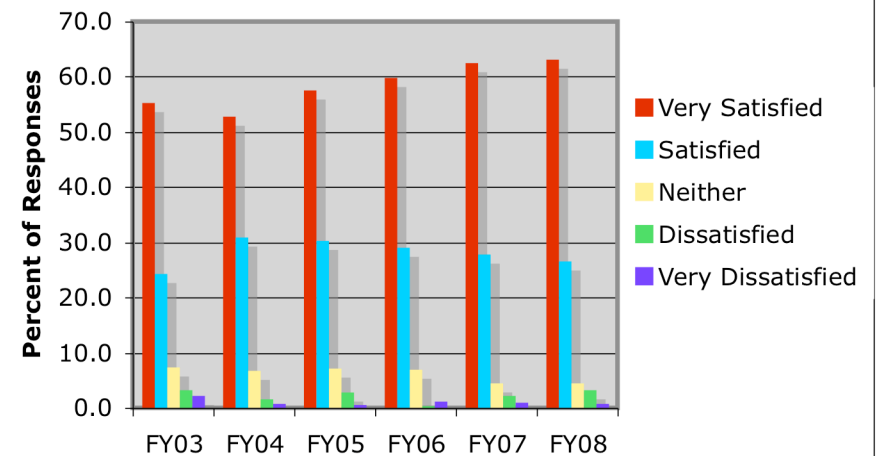


DOE Question #4:

4a. How satisfied were you with the support for users provided by the facility staff?



4b. How satisfied were you with the support for users provided by the beamline staff?



Comments Relating to Questions 1-4 and 9

■ Comments for low ratings on Questions 1-4

- Reduced hours/access (19)
- Beam dumps/losses (15)
- Lack of staffing (9)
- Inadequate staff support during visit (15)
- Not enough beamtime available (5)
- Hardware/software problem during visit (3)

■ 9. Are the training and safety procedures appropriate? If not, how would you change them? (Comments listed multiple times are shown below.)

- *Yes/Appropriate Training: (159)*
- *Less excessive/restrictive: (15)*
- *Misc comments (19)*
- *Yes/Appropriate Training: (162)*
- *Less excessive/restrictive: (20)*
- *Better on-line training (19)*
- *Reduce the paperwork (5)*

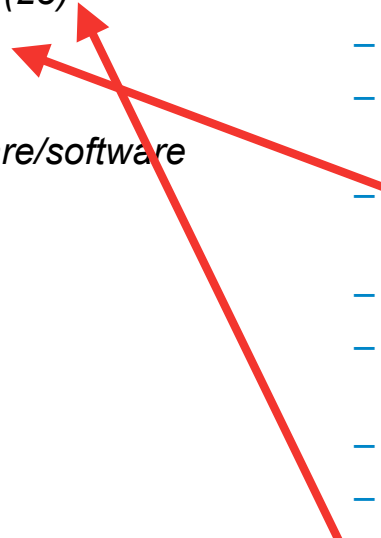
DOE Question #10: What would you do differently?

■ 2008 Results: Comments listed multiple times are shown below.

- Provide more beamtime to users (23)
- Invest more in support staff (23)
- Nothing (16)
- Invest more in beamlines/hardware/software (14)
- Amenities/food service (9)
- Operations (8)
- Easier/Quicker GU access (8)
- Enhance communications (3)
- Reduce excessive training (20)
- Misc (21)

■ 2007 Results: Comments listed multiple times are shown below.

- Invest more in beamlines/hardware (20)
- Nothing (19)
- Enhance communications between all parties; APS/CATs/GUs (10)
- Invest more in new staff/retain the good staff (10)
- Reduce excessive training (7)
- Provide better (more convenient/varied) food service (7)
- Change/reduce maintenance time (6)
- Invest more in software/data acquisition (6)
- Provide more beamtime for users (5)
- Provide more remote access (3)
- Provide more user support (3)
- Easier/Quicker GUs access (2)



DOE Question #11: Other comments

■ Received many positive comments including the following:

- Great facility and a great staff.
- The facility is amazing
- APS is the BEST synchrotron for my work on P-glycoprotein!
- The beamlines are regal photon blowtorches, with potential to do simply amazing science.
- I love working at the APS!
- Very good source!
- Thanks for providing a well run well equipped facility
- Great facility, great people, shame it is so far away from New Zealand.
- keep up the great work
- The APS remains the premier synchrotron facility in the United States with unprecedented brilliance-particularly at high energy. More urgency is needed to leverage this important advantage.

DOE Question #11: Other comments (continued)

■ Also received comments suggesting opportunities for improvements, including:

- Many beamlines are understaffed. Proper staffing will increase scientific output of existing investment.
- In Europe and Asia most synchrotrons have multiple hard x-ray photoemission beamlines, yet in this country there is (virtually) no access to such facilities. It would be a boon to both the status of Argonne and the APS to have hard x-ray photoemission capabilities. Fund this instrumentation, and watch the quantity and quality of scientific work performed at the lab increase, and help science in the United States remain competitive on the global scale.
- More transparency. The over subscription rates should be published.
- Perform data analysis for me? Better yet, can I just ship my samples and you send me the analyzed data :)

And Amenities Remain a Concern

- We can't leave our experiment for too long, so it would be very nice if the guest house restaurant was open over the week-end.
- If I had to make a complaint it would be about the access to decent food for those without any transport.
- The 401 Grill has an awful reputation - and from my experience this is justified.
- Deliver pizza at 3 am :) *[same person who wanted their data collected and analyzed for them?]*
- Have that nice coffee guy keep running later in the morning.

■ *Classics from 2007:*

- Coffee Cart later on in the day...for [my] after-lunch nap.
- Get rid of birds!! They pooped on my head twice while working.

It is a fantastic facility that I would love to have more consistent access to.

Thanks to the help of excellent beamline scientists at Argonne we are able to do cutting edge research that cannot be matched anywhere else in the world.